

This document is important and requires your immediate attention. It contains details of the Roadside Information Recharging Scheme introduced by West Midlands Combined Authority on 1 December 2016.

West Midlands Combined Authority Roadside Information Recharging Scheme



WEST MIDLANDS
COMBINED AUTHORITY

December 2016

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1 Background to the Recharging Scheme.

- 1.1 The delivery of comprehensive bus passenger information for the West Midlands remains of paramount importance to the West Midlands Combined Authority.
- 1.2 In 2006 Centro (now West Midlands Combined Authority) used powers under the Transport Act 2000 to develop a Roadside Information Recharging Scheme within the West Midlands to recharge bus operators for the provision of information at bus stops. This was in light of minimal and inconsistent information being available to customers and allowed a uniform approach linked to the roll out of the Network West Midlands branding.
- 1.3 As a result information is now available at virtually all of the 12,200 bus stops across the region providing comprehensive information for all bus services, regardless of the bus operator, from each stop. Significant investment has been made in resources to upgrade infrastructure and introduce new information systems, digital services and network branding which several other authorities have looked at with a view to replicating in their area. Timetables, flags and maps are updated due to service changes, life expiry or vandalism and regular inspection, cleaning and maintenance is also undertaken.
- 1.4 In November 2015 Centro commenced a consultation with bus operators on a number of possible changes to the Roadside Information Recharging Scheme, in order to obtain further operator input and to consider measures to improve the economic efficiency of the scheme, whilst maintaining comprehensive, all operator network coverage and developing the scheme to ensure it is fit for the next decade. The Scheme outlined below takes on board these recommendations.
- 1.5 The programme for provision of comprehensive, at-stop specific integrated multi-operator timetable information in the West Midlands Combined Authority area, along with the provision of journey planning information at key interchanges has been developed to ensure that the information is made available in the appropriate way. West Midlands Combined Authority will produce the required bus roadside information and will display this information on the qualifying infrastructure associated with the scheme. Only qualifying infrastructure is eligible for recovering reasonable costs from bus operators under the recharging scheme. **Qualifying infrastructure is defined as ‘any item of infrastructure and including associated fittings which exists for the sole purpose of displaying Network West Midlands compliant information’.**
- 1.6 This scheme will become effective from 1 December 2016.

2 NWM® - Standards for roadside information.

- 2.1 The Transport Act 2000, requires local transport authorities to determine in accordance with their local transport plan what local bus information should be made available and the way in which it should be made available. The 'Network West Midlands' initiative and associated brands, developed in close consultation with bus operators, was established to fulfil this requirement. Delivering the NWM® brand was a key policy objective of the Bus Passenger Information Strategic Plan, the Bus Strategy (2005-2011) and the provisional Local Transport Plan. Both qualitative and quantitative research have shown that a cohesive network brand approach is desirable and will assist in increasing public transport usage.
- 2.2 The roadside information provided through this scheme will be of a consistent format at each location using the NWM® family of roadside information designed to accommodate the majority of information requirement situations. To assist with this, a computer software system (Information at Bus Stop System - IBSS) has been developed to produce at-stop specific timetables in an automated way to a standard template format that can display all local bus services using the stop.
- 2.3 For clarity and to ensure that a cohesive network brand is displayed in the Network West Midlands Combined area, timetable formats and other roadside information including information on stop flags, are required to follow the NWM® brand guidelines. In line with Section 139 of the Transport Act 2000, the Network West Midlands brand therefore establishes the standard format in which roadside information should be made available in the Network West Midlands Combined area. Designs that do not conform to the NWM brand design guidelines will not be permitted.
- 2.4 The information to be made available through the scheme and the way it should be made available is detailed below:

Stop specific timetable information to NWM standard design.

- 2.5 NWM templates have been designed to provide comprehensive, at-stop specific integrated multi-operator timetable information. These templates will be incorporated into the Information at Bus Stop System (IBSS), to produce standardised at-stop information for the West Midlands Combined Authority area in an automated way.
- 2.6 Two NWM timetable designs templates are available, namely:
- Standard Timetable: The information is stop specific. Individual route diagrams, with times of departure and frequency details for the buses serving a specific stop. Posted in bus stop cases.

- **Multi-Route Corridor Panel:** A stop-specific multi-route panel showing a combined diagram for all routes serving the stop which serve common destinations before diverging. This is followed by stop-specific departure times and frequency details in route number order. Posted in bus stop cases to be used in certain bus corridors.
- 2.7 The time and frequency rules used for the production of timetable information have been developed in consultation with users and operators and are detailed in the NWM brand guidelines.
- 2.8 Schools, works and coach services are not included within the scope of stop specific timetable information.
- 2.9 Poster footers will include the following items:
 - Traveline Number
 - Website Address
 - SMS Text Number
- 2.10 Copies of the relevant designs are detailed in Appendix 3.

Interchange Information Sheets to NWM standard design.

- 2.11 Comprehensive information sheets to NWM standard design will be created for display at interchanges, excluding bus stations. A separate 'Bus Stations User Agreement' covers information displayed at West Midlands Combined Authority's Bus Stations. The interchange information includes a combination of the following:
 - **Route Finder:** Individual route diagrams in numerical order, to show the main destinations served, and the relevant stop closest to the user.
 - **Spider map and destination finder:** A diagram showing all the routes that radiate out from an Interchange area, with a geographical central map displaying the lettered stops. The alphabetical destination list gives corresponding route numbers, and the relevant bus stop closest to the user.
 - **Where to board your bus and destination finder:** Localised geographical map illustrating lettered bus stops with an index to places served. The alphabetic list gives corresponding route numbers, and the relevant bus stop closest to the user.
- 2.12 Poster footers will include the following items:
 - Traveline Number
 - Website Address
 - SMS Text Number (if relevant)
- 2.13 Copies of the relevant designs are included within Appendix 3.

Bus stop flag Information to NWM standard design.

- 2.14 Bus stop flags in NWM branding livery will display the following information in most circumstances:
- Route numbers of all services using the stops.
 - The name of the stop
 - Direction of travel (only on certain corridors where it is reasonably practicable to provide this information).
- 2.15 At interchanges, additional information on the flag will display the zone and bay, to identify the right stop.
- 2.16 Bus stop information on the flag will be updated, when required, at the time of every service alteration.
- 2.17 For illustration purposes the design of a standard flag is included within Appendix 3.

3 The Recharging Scheme.

- 3.1 The revised recharging scheme has been the subject of detailed discussions with the Bus Operators Panel. Meetings took place with members of the Panel, where options were discussed in order to establish a recharging scheme that is simple, easy to understand, auditable, enforceable, and fair.
- 3.2 In carrying out the functions of the Transport Act 2000 West Midlands Combined Authority continues to have regard to a combination of economy, efficiency and effectiveness and must not act in a way as to discriminate against any operators. The recharging scheme established and managed by West Midlands Combined Authority has been developed with this in mind.
- 3.3 In developing and selecting a preferred option, careful consideration has been given to the requirements of the Transport Act 2000 Part II Sections 139 to 141. A full copy of the relevant sections is included in Appendix 1.
- 3.4 The recharge formula has been designed to recover both the costs of providing improved levels of passenger information and the costs of ensuring that the information and the infrastructure ancillary to the scheme can be adequately maintained.

What will West Midlands Combined Authority charge bus operators for?

- 3.5 The method of recharge has been split into the following charge-generating areas:
- Timetable information updates at all stops within the Network West Midlands area following replacement due to service changes, life expiry or vandalism. This includes the generation, printing, distribution and posting of information at timetable cases and flags.
 - Interchange information updates at all stops within the Network West Midlands area. This includes the generation, distribution and posting of Route Finders, Destination Finders and Where to Board sheets. It excludes Information at West Midlands Combined Authority Bus Stations, which are covered by a separate 'Bus Stations User Agreement'.
 - Inspection, cleaning and maintenance of roadside infrastructure ancillary to the scheme. This includes the regular inspection, cleaning (every two months) and general maintenance (including corrective maintenance) of bus stop flags, poles and timetable

cases (on poles and in shelters) used as part of the scheme.

- Management of the roadside information process. West Midlands Combined Authority will be generating and maintaining timetable information using the Information at Bus Stops System (IBSS). In addition, West Midlands Combined Authority will be managing the billing regime, ensuring details of works are recorded accurately and reviewing the roadside information process to ensure that it remains economic, effective and efficient. The maintenance cost of the IBSS system will also be recharged to operators.

3.6 All costs recharged to operators will be subject to a reconciliation process to ensure that operators are correctly recharged.

What will West Midlands Combined Authority not charge bus operators for?

- The initial generation, printing and distribution of timetable information and maps to stops and shelters.
- System development. The development of Information Technology systems to ensure West Midlands Combined Authority can provide accurate information to around 12,200 stop locations is being fully funded by West Midlands Combined Authority.
- The procurement and installation of new at-stop infrastructure. West Midlands Combined Authority will incur the full costs of provision and installation of the roadside infrastructure ancillary to the scheme. At Bus Shelters this will include the timetable cases and the bus stop flags. At stops without bus shelters, this will mainly include the stop pole, timetable case, bus stop flag, and associated installation.
- Bus Shelter Maintenance. The cleaning and maintenance of bus shelter structures and shelter glazing will not be recharged to Operators under this scheme.
- Non-Stop Specific Information. Certain elements of Information that is not stop specific are to continue to be funded by West Midlands Combined Authority. These include Network Posters, City Centre Guides and Area Maps & Guides.
- West Midlands Combined Authority will not recharge operators for the replacement of the of timetable information for wholly tendered bus journeys contracted by West Midlands Combined Authority.

4 How are charges calculated?

- 4.1 There are three apportionment methods used for calculating charges to operators as follows:
- Stop specific
 - Service Mileage by District
 - Service Mileage Within The West Midlands

- 4.2 The use of these methods is described below.

The initial provision of roadside information

- 4.3 The initial provision of roadside information to current stop and shelter locations **will not** be recharged to operators. West Midlands Combined Authority will work closely with operators to ensure that this initial roadside information is as accurate as possible.

- 4.4 Proof reading of detailed timetable information by operators is not proposed, as this will add an additional administrative process that can bring costs and delays to what is already an intensive logistical operation. Detailed timetable information will be extracted from the registration information provided by operators, in line with the requirements detailed in Section 5.

Information updates: Replacement of roadside information due to service changes.

- 4.5 Operators will only be charged for the replacement of timetable and flag information, following changes to **their** services, which render the existing information at a specific stop invalid. No payments for changes to information will become due until the information is posted.

- 4.6 Once West Midlands Combined Authority have verified that the information has been posted, operators will be recharged for the replacement roadside information on a **stop specific basis**.

- 4.7 Where a single Operator has made a change to a service that renders the existing information at a specific stop invalid, the full cost of refreshing the information will fall to that operator.

- 4.8 Where more than one operator makes changes to the same stop at the same time, then the recharge mechanism will calculate the recharge based on usage (effectively the number of departures/ Opportunities to Travel) by each operator.

- 4.9 The use of Opportunities to Travel as a cost sharing mechanism will ensure that operators who have not made a change to the

information are not recharged and that the total cost is divided fairly between those operators who have instigated changes to services.

- 4.10 The costs of refreshing timetable information will only be shared between two or more operators if all of the following conditions are met:
- Two or more operators trigger changes which affect the same stop.
 - The operator's changes invalidate the information held at the stop.
 - The change occurs within the agreed service change dates detailed in the Network Stability Code of Practice (see Appendix 2).
- 4.11 The likelihood of operators triggering changes to roadside information within the same change window will be greater if the changes are actioned within the time parameters set out within the Operators Code of Practice for Network Stability.
- 4.12 Occasionally information may be required to be updated as a result of external factors such as long term road closures. These amendments will be included within the appropriate recharge. Operators should identify any challenge to these charges prior to registration so that WMCA, the operator and the local authority can look at some form of recompense. WMCA will not bear the cost of these changes.
- 4.13 Operators will be charged for tendered Shire services that use stops within the Network West Midlands area. Operators should identify any challenge to these charges prior to registration so that WMCA, the operator and the local authority can look at some form of recompense. WMCA will not bear the cost of these changes.
- 4.14 If a service change does not result in a change to the printed timetable at a stop then one will not be produced and no recharge will result.
- 4.15 West Midlands Combined Authority will not recharge operators for the replacement of timetable information for **wholly** tendered bus journeys contracted by West Midlands Combined Authority. For these purposes, a wholly tendered bus journey is defined as a service tendered by West Midlands Combined Authority that departs from a terminus, and terminates at the opposite terminus or one that completes a circuit of a circular route. West Midlands Combined Authority will not bear the information cost of any part subsidised journeys or deminimis agreements.
- 4.16 Operators will not be charged for corrections to information found to be West Midlands Combined Authority's fault. Operators will, however, be charged for replacement information where the error occurred due to insufficient or poor information being supplied by the operator (see Section 5).

Ongoing information updates: Renewal of timetabled information following life expiry.

- 4.17 West Midlands Combined Authority will use durable materials and inks to ensure that the costs associated with replacement of life-expired information are minimised wherever possible. Roadside Information, which has become life-expired, due to deterioration or vandalism will be replaced and recharged to operators on a **stop specific basis**.
- 4.18 In instances where an Operator has exclusive use of a piece of roadside infrastructure (i.e. a stop served by a single operator), the information will only reflect their service details and therefore, the Operator will bear the full cost of the refreshed information.
- 4.19 In instances where a timetable displays multi-operator information, the costs of refreshing that information will be apportioned to Operators based on the number of Opportunities to Travel for each Operator.
- 4.20 The life expiry of paper information is not an issue, all at stop information is replaced on a regular basis due to standard information updates. However the life of a bus flag can be significantly longer as service numbers change less frequently. Our suppliers have confirmed a life expectancy of 5 years as part of the new Infrastructure Contract (July 2016) for any future installs. Therefore any flag issued after this date that becomes faded within that timeframe will be replaced free of charge. Any flags produced prior to this date will be changed automatically and charged to the operator as part of an ongoing replacement process.
- 4.21 The introduction of a defined life expectancy of at stop information will impact on the recharge to operators, with operators liable for additional costs outside standard service change updates.

Calculation of Opportunities to Travel for timetables and associated roadside information

- 4.22 Where possible, West Midlands Combined Authority will base the ratio for sharing costs on the percentage of journeys operated (by the operators changing services) **after** the changes have been made. This is referred to in the text below as *“the post change position”*

4.23 For example:

Operators A, B, C and D use stop X and all visit the stop 50 times in a typical week.

Operator A wishes to increase the number of 'departures' from stop X from 50 to 60. Operator B wishes to decrease the number of departures from stop X from 50 to 45. The changes are requested within the same change window.

Although the levels of usage at stop X for the operators triggering the changes are currently equal, the cost of the information will be split on the basis of the new departure ratio, being 60:45.

Assuming a cost per poster of £15, Operator A would pay £8.57 and Operator B would pay £6.43.

If only one operator triggered a change, which invalidates the information, that operator would incur the full £15 (assumed figure), regardless of the types of changes made.

4.24 It may be necessary for West Midlands Combined Authority to base the 'operator cost sharing ratio' on the EXISTING information at the stop, if a change which invalidates an existing display does not actually affect the departures made from the stop. This may occur if the operator has invalidated information held at a specific stop due to service deregistration or changing the operator name.

4.25 For example:

Operator A (from the previous example) increases the number of departures from 50 to 60 and operator B deregisters a service, the cost of the change will be shared on a ratio of 60:50 (A:B)

4.26 In the above example, combinations of both **existing** and **new** timetabled departures are gathered, to provide the basis of the cost-sharing ratio.

4.27 Recharges using the above calculations will be made to operators in all cases when a change to Roadside Information is required.

4.28 West Midlands Combined Authority have given much consideration to each potential scenario, which could occur, and have ensured that in

all cases, costs are shared on a fair basis between operators, where charges are eligible to be shared.

Maintenance of roadside information infrastructure – Inspection, cleaning and maintenance.

- 4.29 West Midlands Combined Authority will allocate the cost of inspection, cleaning and maintenance between Operators by using Operators’ District service mileage as a denominator, to apportion the total costs in a fair manner. West Midlands Combined Authority will pay for all mileage operated under contract on West Midlands Combined Authority’s behalf (i.e. West Midlands Combined Authority subsidised miles).
- 4.30 To ensure that operators only pay for inspection, cleaning and maintenance of infrastructure within their operating area, recharge calculations will be based on the cost incurred within each district cost, apportioned by the **total service mileage within that specific district**. The seven Districts covered by West Midlands Combined Authority are as follows: Birmingham, Coventry, Dudley, Sandwell, Solihull, Walsall and Wolverhampton.
- 4.31 Operator’s service mileage data and allocation of individual stops to Districts will be ascertained from West Midlands Combined Authority’s public transport database.
- 4.32 For illustration purposes only, assuming a **district** cleaning and maintenance cost of £20,000 on qualifying infrastructure and total **district** service mileage of 248,000 the below values would apply:

	District Mileage	Total Recharge
Operator A	25,050	£2,020
Operator B	17,010	£1,372
Operator C	15,500	£1,250
Operator D	12,700	£1,024
Operator E	112,900	£9,105
Operator F	23,330	£1,881
Operator G	25,980	£2,095
Centro (Subsidised Miles)	15,530	£1,252
TOTALS	248,000	£20,000

- 4.33 Costs for inspection, cleaning and maintenance of Roadside Infrastructure will be recharged to operators in arrears.
- 4.34 Cleaning and Maintenance works include those required to make good at stop infrastructure, which has been damaged in any way. West Midlands Combined Authority will credit Operators with the costs of any corrective maintenance following road traffic accidents, upon receipt of monies from the relevant insurance companies.

- 4.35 Costs relating to the cleaning and maintenance of West Midlands Combined Authority's bus shelter structures and shelter glazing are exempt for the purposes of recharging.
- 4.36 As part of the Bus Alliance there will be opportunities to review the revised cleaning regime and trial further reductions in cleaning levels before committing to any further change.
- 4.37 Costs falling under the Management Cost Category can be summarised as follows: -
- System support costs.
 - Replacement cost of equipment used exclusively for the delivery and facilitation of the Roadside Information Recharging Scheme.
 - Direct costs of staff fully or partly involved in managing roadside information and the recharge scheme.

Vandalism policy

- 4.38 It is West Midlands Combined Authority's intention to continually review all data received relating to the cost of maintenance and repair of the roadside infrastructure and information associated with the scheme. Any sites that experience unusually high instances of vandalism will be reviewed on a site-by-site basis and where appropriate upgraded

The invoicing procedure

- 4.39 All invoices will be submitted to Operators on a monthly basis supported by sufficient supplementary information detailing the calculation of the charge.

West Midlands Combined Authority's commitment towards accountability

- 4.40 Under the Transport Act 2000, West Midlands Combined Authority has a duty to manage the Roadside Information Scheme in a manner that ensures that the operators pay the reasonable costs incurred for the information provided.
- 4.41 West Midlands Combined Authority are therefore fully committed to ensuring that the Scheme is fair and equitable for all operators and that reasonable charges are made for the services that they receive from West Midlands Combined Authority in respect of the Roadside Information project.
- 4.42 Where West Midlands Combined Authority contract out services to external contractors, appropriate audit trails will be maintained to ensure that value for money is achieved. This will give West Midlands Combined Authority certainty that the works carried out by external

agencies and the subsequent cost, which is passed over to operators, is legitimate and verifiable.

- 4.43 West Midlands Combined Authority will provide information to support the recharge invoices allowing operators to understand how a particular recharge has been calculated.
- 4.44 Should following receipt of invoices an operator wishes to seek further clarification in relation to West Midlands Combined Authority's application of the Roadside Information Recharging Scheme, West Midlands Combined Authority shall review the written request and respond within 30 days. Whilst the review process is being undertaken payments will still be expected to be made by operators on the due date and if an error has occurred an adjustment will be issued.

The reconciliation process

- 4.45 West Midlands Combined Authority's commitment to ensuring reasonable charges are made for the provision of information at Bus Stops means that periodic reconciliations will be required to ensure that the correct amounts have been invoiced to operators.
- 4.46 These reconciliations will take place at set intervals and may result in any of the following actions:
- Credit Notes to operators for over payments in the period.
 - Additional invoices to operators for under payments in the period.
 - No action, where costs have been correctly recharged.
- 4.47 The reconciliation process will involve a review of the actual charges allocated to operators against the actual costs incurred by West Midlands Combined Authority. This process will involve a recalculation of amounts payable by operators. These recalculated amounts will then be compared against the actual operator payments and the outcome will result in one of the 3 actions detailed above.

Payment of monies due.

- 4.48 Monies payable to West Midlands Combined Authority will become due in accordance with West Midlands Combined Authority's standard terms and conditions. A copy of these standard terms and conditions can be requested from West Midlands Combined Authority. In instances where operators withhold payments, amounts due will be recovered following the provisions of West Midlands Combined Authority's debt recovery protocol.

How can operators check the charges?

- 4.49 West Midlands Combined Authority is committed to establishing and maintaining a cost effective system and will ensure that the process is transparent and verifiable. West Midlands Combined Authority will ensure that operators receive or, have access to, sufficient supporting information to allow a full analysis of each cost to be interrogated and suitably verified.

Inflation adjustments

- 4.50 Operators will be recharged for amounts incurred in respect of the scheme. Subsequently, where contracts managed by West Midlands Combined Authority are subject to annual inflationary increases, these costs will be passed to operators accordingly.

5 Information required from operators.

Information requirements

- 5.1 Under Section 140(3) of the Transport Act 2000, bus operators are required to provide information to the Local Transport Authority or a third party at such times and in such manner as specified in order, for the authority to perform its duty under Section 140(1)(a) of the Act. Failure by operators to do so may attract enforcement action by the Traffic Commissioner.
- 5.2 Discussions have taken place with the Traffic Commissioner to define the requirements for information from operators. It is therefore necessary for operators to provide the relevant information, (including working timetables) to West Midlands Combined Authority on the same date as the registration is submitted to the Traffic Commissioner in line with Code of Practice on Bus Network Stability to enable West Midlands Combined Authority to process, generate, print and distribute information in a timely manner. The information required from operators is detailed below:
- Working timetable detailing all journeys and times at all stops, supported by route description and map. Where operators are unable to provide detailed information for intermediate non-timing point stops, West Midlands Combined Authority will interpret timings based upon timetable information at timing points and distances between stops.
 - Stopping location where more than one stop exists in same location. Where operators are unable to provide this information, West Midlands Combined Authority will allocate the most obvious stop location based on recent surveys.
 - Journeys that deviate from the main service route (service variations) should be supported by a suffix in addition to the route number (e.g. Main Route 200, variations 200x/y/z). Where operators are unable to provide this information, West Midlands Combined Authority will represent service variations on timetables with the use of footnotes.
- 5.3 West Midlands Combined Authority should be provided with the above information on the same date as the registration is submitted to the Traffic Commissioner in line the Code of Practice on Bus Network Stability for the West Midlands Combined Authority area (see Appendix 2). Should an operator fail to submit the specified information for the recharging scheme in a timely manner, West Midlands Combined Authority will seek that enforcement action is taken by the Traffic Commissioner in accordance with the powers granted by the Transport Act 2000."
- 5.4 West Midlands Combined Authority will aim to provide accurate information based on a reasonable interpretation of the information

submitted by operators. Although every effort will be made to maintain the accuracy of the information, West Midlands Combined Authority cannot accept responsibility for inaccuracies when the information submitted by operators is not sufficiently accurate or is not submitted in time.

Distribution of information

- 5.5 Operators will be required to follow the processes outlined in the Code of Practice on Bus Network stability in order to ensure timely distribution and posting of Roadside Information. Details of the agreed change dates from the Code of Practice are supplied in Appendix 2.
- 5.6 In normal circumstances, timetable information will only be distributed at the time of each of the agreed change dates in the West Midlands Code of Practice on Bus Network Stability. Any service changes received after the 8-week period prior to the agreed change dates will be held over until the next available distribution date. There will only be, unless there are exceptional circumstances, 12 dates per year when timetable information is updated. This measure is intended to reduce the cost of distribution and ensure that the scheme is economic and efficient.
- 5.7 West Midlands Combined Authority will make every effort to generate, print and distribute timetable information in a timely manner. Occasionally e.g. at times of peak demand and where a service amendment requires a tendered service response from West Midlands Combined Authority the distribution may be delayed, however this will be communicated to operators in advance

6 Settlement of disputes

- 6.1 Should agreement not be reached between the parties following further clarifications, West Midlands Combined Authority would review any potential dispute as follows:

First level

- 6.2 Any dispute between the parties with respect to any matter arising out of or relating to West Midlands Combined Authority's application of the Roadside Information Recharging Scheme will in the first instance be referred to the representatives of each party nominated by that party for discussion and resolution at a meeting to be held within 21 days of the aggrieved party giving written notice of the particulars of the dispute to the other party.

Second level

- 6.3 Should the dispute not be resolved at the first level meeting or if the meeting is not held within such 21-day period, the dispute will be referred to the second level who shall meet within 14 working days of the reference in an attempt to resolve the dispute.
- 6.4 The West Midlands Combined Authority nominee for the second level is: Head of Smart Travel – Transport Innovation.

Mediation

- 6.5 Any dispute, which cannot be resolved through negotiation under the above, shall at the request of either party within 14 days of the second level meeting be referred for mediation in accordance with the Centre for Dispute Resolution (CEDR) Model Mediation Procedure.

Appendix 1: Extracts from Transport Act 2000

Extract from Transport Act 2000 Part II Section 139

- (1) Each local transport authority must from time to time determine, having regard to their local transport plan –
- a) What local bus information should be made available to the public (“the required information”) and
 - b) The way in which it should be made available (“the appropriate way”).
- (2) Before making such a determination, the authority must consult –
- a) Such organisations appearing to the authority to be representative of users of local services as they think fit, and
 - b) The traffic commissioner for the traffic area covering their area.
- (3) Each authority must from time to time ascertain whether the required information is being made to the public in the appropriate way.
- (4) Subsection (5) applies if any authority consider that-
- a) The required information is not being made available to the public to any extent, or
 - b) That information is not being made available to the public in the appropriate way.
- (5) If this subsection applies, the authority must seek to make arrangements with the operators of the local services concerned under which those operators agree to make the information available (or to make it available in that way).

Extract from Transport Act 2000 Part II Sections 140

- (1) If the authority are unable to make satisfactory arrangements with one or more of those operators, they -
- a) Must make available, or secure that there is made available, in the appropriate way such of the required information as is not being made available or is not being made available in that way, (whether by virtue of arrangements made under section 139 or otherwise) and
 - b) May recover from that operator or those operators the reasonable costs incurred by them in doing so as a civil debt to them.
- (2) In determining for the purposes of subsection (1) b) what is reasonable in relation to a particular operator, the authority must have regard to:-
- a) The amount of information that has to be made available and
 - b) The way in which that information has to be made available, in respect of the local services provided by that operator.
- (3) If the authority require an operator to provide information to them or to another person in order to perform their duty under subsection (1) a), the operator must provide the information at such times and in such a manner as is specified by the authority
- (4) The authority must give notice of any requirement imposed under subsection (3) to the traffic commissioner for the traffic area covering their area.

Extract from Transport Act 2000 Part II Section 141

(1) In considering how they should carry out their functions under sections 139 and 140, a local transport authority must have regard to a combination of economy, efficiency and effectiveness.

(2) In carrying out these functions, local transport authorities –

a) Must not act in such a way as to discriminate (whether directly or indirectly) against any operator, or class of operator, of local services and

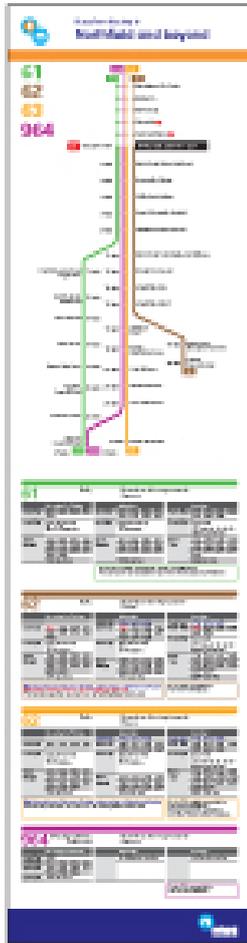
b) Must co-operate with one another.

(3) A local transport authority must have regard to the desirability, in appropriate cases, of carrying out these functions jointly with another authority whether as respects the whole or any part of their combined area.

Appendix 2: Code of Practice on Network Stability in the West Midlands Combined Authority area

Agreed service change dates (*with 56 day prior date in italics for operators to provide the relevant information*)

NSP No.	REGISTRATION DATE	DATE OF IMPLEMENTATION
NSP94	08 November 2015	03 January 2016
NSP95	27 December 2015	21 February 2016
NSP96	14 February 2016	10 April 2016
hNSP97	03 April 2016	29 May 2016
NSP98	22 May 2016 29 May 2016	17 July 2016 24 July 2016
NSP99	03 July 2016 10 July 2016	28 August 2016 04 September 2016
NSP100	24 July 2016 07 August 2016	18 September 2016 02 October 2016
NSP101	28 August 2016	23 October 2016
NSP 102	02 October 2016 09 October 2016	27 November 2016 04 December 2016

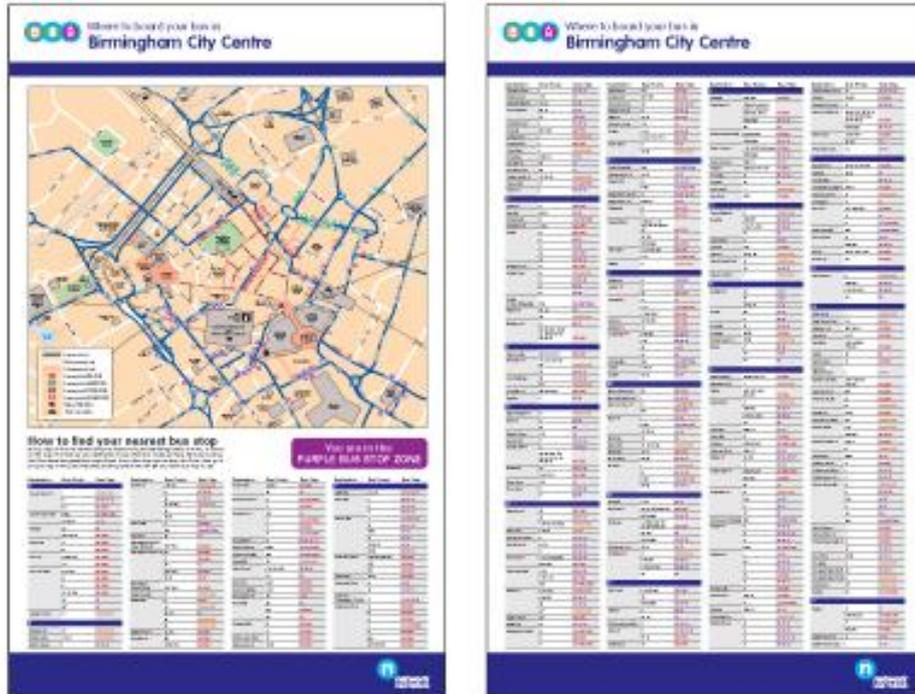


5.2
Corridor panel

A multi-route panel showing a combined diagram for all the routes serving this stop, followed by stop specific departure times and frequency details in numerical order.

Posted in a bus stop frame.

Interchange Information Sheets to NWM standard design.



3.3 Where to Board Your Bus and Destination Finder

Map illustrating lettered bus stops with an index to places served.

The alphabetical list gives corresponding route numbers, and the relevant bus stop closest to you.

Posted in the bus shelter.



1.3
Route Finder

Individual route diagrams in numerical order, to show the main destinations served, and the relevant stop closest to you.



5.3
Spider Map and Destination Finder

A diagram showing all the routes that radiate out from Selly Oak with a geographical centre displaying the lettered stops.

The alphabetical list gives corresponding route numbers, and the relevant bus stop closest to you.

Posted in the bus shelter.

This is an alternative to the 'Where to Board Your Bus' pole mounted panel illustrated on 4.2.



4.2
Where to Board Your Bus and Destination Finder

Map illustrating lettered bus stops with an index to places served.

The alphabetical list gives corresponding route numbers, and the relevant bus stop closest to you.

Posted in a bus stop frame.

Bus stop flag information to NWM standard design (Indicative only).

Interchange E	88
 Bus Stop	292
Location Name	135
Direction of Travel	100
9 18 24 45 79 85 105 115 135 155A 180 199 333 561 999	379

Up to 15 numbers
 994mm x 437mm